

Date: Mon, 25 May 2009 16:18:16 +1000  
Subject: How I am running transforming conflict at TAFE  
From: Wendy Zammit - [wendyzammit@gmail.com](mailto:wendyzammit@gmail.com)

Hello .....

Regarding our discussion on how I have adapted transforming conflict to meet the needs of our TAFE students you would be very welcome to sit in with me on any of my TAFE classes on Monday or Wednesday nights.

The classes start at 6pm and finish at 9pm.

There is a location map at  
<http://semester2comms.sydneyinstitute.wikispaces.net/>  
It is about a ten minute walk from Central station.

The class tonight will look at assertiveness. Here is the class outline...

### **Welcome...**

1. **Agenda review**
2. **Gathering...a time I saw things differently (Facilitator to model seeing things from different perspectives).**
3. **Party time...**
4. **As you see it.... Pairs exercise: ( This exercise is designed to reinforce the idea of multiple perspectives being equally valid, to give participants experience in listening to someone fully and reflecting with the aid of written notes what the other person has said. It also generates new ideas about conflict resolution and accesses participants' existing knowledge)**
  - 1) **Antarctic teams...You are in charge of training a team who will be working together in Antarctica for 6 months. They will be living and working in cramped conditions and there could be a lot of conflict. Make a list of five conflict resolution skills you will be looking for when you select people. Put a tick next to the ones that you think people can be taught.**
  - 2) **Explain your list to your partner.**
  - 3) **You partner then reflects back to you fully what they have heard you say and what your reasons are for saying it.**
  - 4) **Then explain to your partner your list and your reasons.**
  - 5) **Your partner then reflects back full what they have heard you say and about your reasons.**
  - 6) **Work together to make a combined list.**
5. **ENERGISER... The Aim of this exercise is to give participants practice in approaching someone to talk about a conflict and to check that the time is appropriate. Participants mill around and approach someone saying...**
  - “ **I've been wanting to talk to you about your pet**

(elephant/snake/camel)- It's been (making a mess in my garden). Is now a good time?"

Encourage participants to make their topic funny and extreme if that makes it easier...

6. **You're an angel not a devil...(group exercise)**  
Aim of the exercise is to practice three deep breaths and attributing a positive intention...  
One person in the group apologises to another person across the room saying....  
\* Jerry, I'm sorry I'm late but I couldn't find a parking place...  
\* Susie, I'm sorry but I was in a hurry this morning and I crashed into your car..  
\* Billy, I'm sorry but I couldn't find my keys last night so I had to break a window to get in..

The person receiving the bad news has to take three deep breaths and then say something that acknowledges the other person's positive intention

- \* I'm sure you didn't mean to be late..
- \* I can understand that you were in a hurry and under stress...
- \* Gosh you must have felt that you had no other alternative to have to resort to doing that...

7. **Where do you stand on...(This is a preliminary to the conflict role plays. Have participants stand on a line from 1-10 on how they feel about an issue likely to cause conflict. Then ask the people on extreme ends to explain to the people on the other extreme how it feels to have to work/live with someone on the opposite extreme)**

- \* Working late vs going to bed early
- \* Doing work for a deadline in advance vs. at the last minute
- \* Having friends around to relax after work vs. relaxing on your own.
- \* Cleaning up as you go or at a specific time when you're not so busy

8. **Antarctic conflict scenarios...(Try to create scenarios where both participants have a valid point of view)**

9. **Evaluation/Close Something I realized about solving conflicts tonight.**

## **SCENARIOS**

### **ANTARCTIC CONFLICT SCENARIOS**

- someone who always sits in the same place in the communal dining room making it impossible for you to get to know others...
- someone who takes tools from a workshop and never replaces

**them- he likes to keep his tools ready for the next job...gives priority to getting the job done.**

**- someone who is hard of hearing who always turns up the music in the dining room making conversation impossible ..**

**- your neighbour in the living quarters is always talking and drinking until late at night keeping you awake. He is feeling the isolation and needs company to keep sane.**

**-you are a tradesperson who works 8 to 5- your neighbour is a scientist who starts late and works late. She and her colleagues are often working noisily after midnight.**

**- a member of your team always wants the work done three or four days in advance- you like to leave things to the last minute as your creative ideas are inspired by deadlines.**

**- You are annoyed by a person who always leaves dirty cups around the dining room. He is not even aware that he is doing it and is quite happy to take a roster of cleaning up once a week.**

**- One member of the group has been making personal remarks and calling you a nickname that you don't like in a "joking" fashion that is hurtful to you. She feels it's all good fun and a way of showing her affection for you.**